Data Governance Charter

Introduction

In this activity, you will use OpenAI to draft a comprehensive Data Governance Charter for neither a hypothetical or real organisation. This charter will act as a foundational document, outlining the strategy for managing and safeguarding data across the enterprise.

The information will be compiled into a Word document and shared with the instructor at the end of the exercise.

Please use either fictional details or information pertinent to your organisation for this exercise.

Each group or individual will present their Data Governance Charter to the other participants. This presentation will be followed by a feedback session to discuss the various approaches and learn from one another.

Duration: 45 to 60 minutes

Download Template

For this exercise, download the following template where information will be captured.

[Download Template](#)

If you don't have Microsoft Word, you can use one of the available OneNote pages, rename it to your name.

https://davidalzamendi-my.sharepoint.com/ 🔴
/g/personal/david_techtalkcorner_com/EiKbiU2rOv5KjW1gPbZWiSoBUaL3gws_YB1xKAqnzg_ssQ?e=9PCToS

Data Governance Charter Components

- **Benefits and ROI / Purpose** (we will focus on benefits as part of this exercise): The charter should identify the expected benefits and return on investment (ROI) of the Data Governance program, both in terms of tangible outcomes (e.g., cost savings, efficiency improvements) and intangible benefits (e.g., increased trust in data, better decision-making).

- **Mission:** Define the primary purpose of data governance within your organisation, emphasising its importance in achieving business objectives.

- **Vision:** Describe the future state or ultimate goal that your organisation seeks to achieve through its data governance efforts.

- **Operating Model:** Outline how data governance will be structured and implemented across the organisation. Include details on roles, responsibilities, and governance structures.

- **Guiding Principles:** List the key principles that will guide your organisation's data governance activities, ensuring alignment with overall business strategies and ethical considerations.

- **Standards and Policies:** Specify the core standards and policies that will govern data management practices, including data quality, privacy, and security measures.

- **Program of Work:** Draft an initial three-month program of work, highlighting the key initiatives and projects that will kickstart your data governance efforts.

This section should clearly state the purpose of the data governance programme. It should explain what the organisation hopes to achieve through data governance.

Instructions

Add System Message.

Add the following system message.

> You are now functioning as a Data Governance Consultant, proficient in the DMBOK framework and Data Governance best practices. You have extensive experience in designing and implementing data governance programs across a variety of industries. Your expertise includes a profound understanding of developing Data Governance Charters

Create Benefits / Purpose Section

The charter should identify the expected benefits and return on investment (ROI) of the Data Governance program, both in terms of tangible outcomes (e.g., cost savings, efficiency improvements) and intangible benefits (e.g., increased trust in data, better decision-making).

Use the following prompt, change the placeholders as required.

```
Create an introductory section for a data governance charter. This should
highlight the benefits in relation to supporting the business goals of {increasing
revenue, reducing risk, reducing cost} in a company in the industry {Include your
company industry}. Keep it to three sentences.
```

Create an introductory section for a data governance charter. This should highlight the benefits in relation to supporting the business goals of increasing revenue. Keep it to three sentences.

...

Welcome to the Data Governance Charter, a strategic framework designed to enhance data management practices and support the achievement of business goals. By implementing robust data governance principles, organizations can harness the power of accurate, reliable and timely data to drive revenue growth. This charter serves as a roadmap to ensure data integrity, accessibility and security, ultimately empowering decision-makers to make informed choices that maximize profitability.

Populate the template.

◢ Purpose

Welcome to the Data Governance Charter, a strategic framework designed to enhance data management practices and support the achievement of business goals. By implementing robust data governance principles, organizations can harness the power of accurate, reliable and timely data to drive revenue growth. This charter serves as a roadmap to ensure data integrity, accessibility and security, ultimately empowering decision-makers to make informed choices that maximize profitability.

Create Mission Statement

A mission statement outlines the organisation's current purpose or initiative. It specifies what is done, for whom it is done, and how it is accomplished.

Example: To establish and enforce policies and procedures that ensure the integrity, security, and availability of our organisation's data, supporting informed decision-making and compliance with legal and regulatory requirements, for the benefit of our employees, customers, and partners.

In the model, include the following prompts, modifying the placeholders:

```
Create a mission statement for an organisation that focuses on {Your Company
Industry} and its purpose is {Company Purpose}, with a specific emphasis on Data
Governance. Ensure it reflects our core value of {CHOOSE ONE COMPANY VALUE, FOR
EXAMPLE: INTEGRITY, COLLABORATION}. Keep it concise, inclusive, and easy to
understand, articulating the WHAT, WHOM, and HOW in no more than two sentences.
```

Create a mission statement for an organisation that focuses on Insurance and its purpose is to make insurance accessible to everybody, with a specific emphasis on Data Governance. Ensure it reflects our core value of INTEGRITY. Keep it concise, inclusive, and easy to understand, articulating the WHAT, WHOM, and HOW in no more than two sentences.

...

Our mission is to provide accessible insurance solutions to all, ensuring transparency and trust through robust Data Governance practices. We achieve this by leveraging our expertise, fostering collaboration, and upholding the highest standards of integrity.

Add the information into the template.

Mission

Our mission is to provide accessible insurance solutions to all, ensuring transparency and trust through robust Data Governance practices. We achieve this by leveraging our expertise, fostering collaboration, and upholding the highest standards of integrity.

Vision

Add your text here.

Operating Model

Add your text here.

Create Vision Statement

A vision statement is a forward-looking declaration that outlines what the organisation or initiative aims to achieve in the future. It serves as a guide for choosing current and future courses of action. The key components are the goal (what), the method (how), and the beneficiaries (whom).

Example: To be recognised as a leader in data governance, where our data assets drive innovation, operational excellence, and strategic decisions, enhancing our competitive advantage and customer satisfaction.

In the model, include the following prompt:

```
Create a motivational vision statement for an organisation that focuses on {Your
Company Industry}, with a specific emphasis on Data Governance. Ensure it reflects
our core value of {CHOOSE ONE COMPANY VALUE, FOR EXAMPLE: INTEGRITY,
COLLABORATION}. Keep it concise, inclusive, and easy to understand, articulating
the WHAT, WHOM, and HOW in no more than three sentences.
```

> Create a motivational vision statement for an organisation that focuses on Insurance, with a specific emphasis on Data Governance. Ensure it reflects our core value of COLLABORATION. Keep it concise, inclusive, and easy to understand, articulating the WHAT, WHOM, and HOW in no more than three sentences.

...

Our vision is to build a data-driven insurance industry that empowers every stakeholder to make informed decisions, collaboratively harnessing the power of data to drive innovation and enhance customer experiences. We achieve this by fostering a culture of collaboration, where all employees, partners, and customers are actively engaged in shaping our data governance practices, ensuring transparency, and building trust. Together, we create a future where data governance is at the heart of our industry, enabling us to deliver accessible, reliable, and personalized insurance solutions to all.

> keep it shorter

...

Our vision is to create a data-driven insurance industry that empowers stakeholders to make informed decisions and drives innovation. We foster a culture of collaboration, transparency, and trust to deliver accessible, reliable, and personalized insurance solutions.

Add the information into the template.

Vision

Our vision is to create a data-driven insurance industry that empowers stakeholders to make informed decisions and drives innovation. We foster a culture of collaboration, transparency, and trust to deliver accessible, reliable, and personalized insurance solutions.

Creating an Operating Model

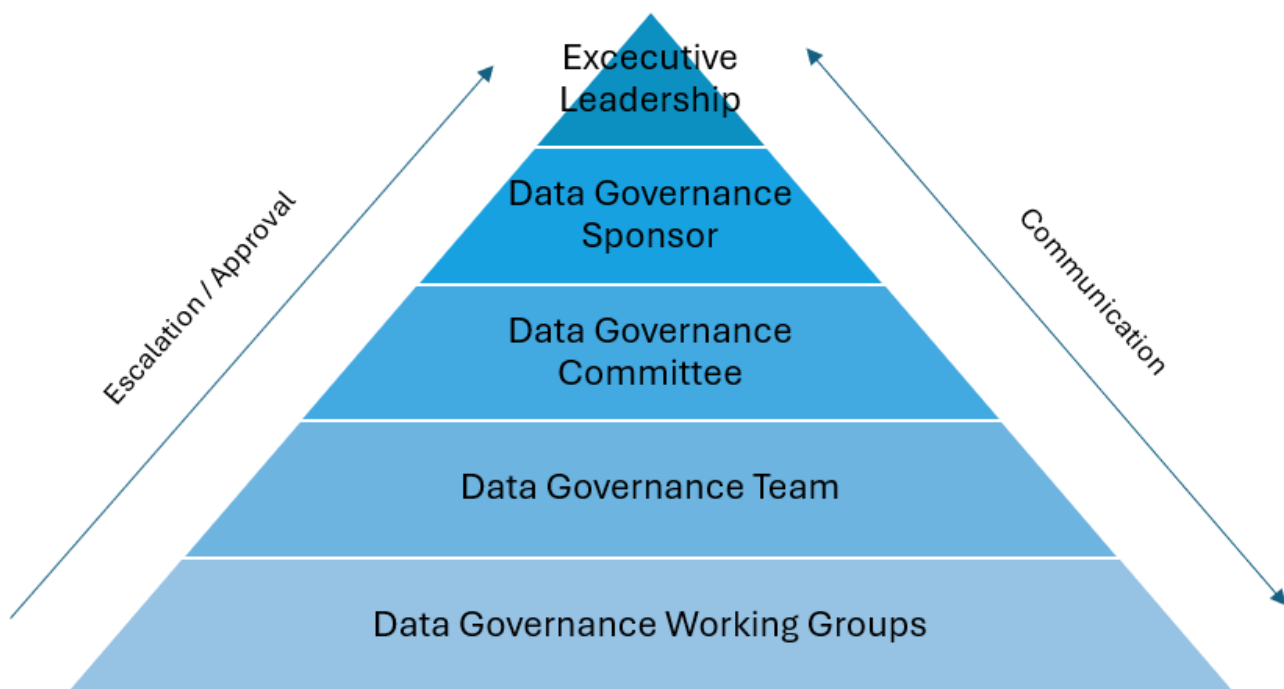An operating model identifies how we are going to operate:

- Key Stakeholders
- Communication Pathways
- Risk Management
- Decision Making

There are multiple types of operating models:

- Centralised
- Decentralised
- Federated
- Hybrid
- Non-invasive

And more.

As part of this task, you will define the roles and responsibilities of the following hybrid model.

This operating model is a hybrid, combining centralised and decentralised elements. At the top, Executive Leadership sets the strategic direction and handles major escalations. Below them, a Data Governance Sponsor bridges the gap to the Data Governance Committee, which aligns governance actions with organisational strategy. Operational duties fall to the Data Governance Team, supported by Working Groups tackling specific governance tasks. Communication and decision-making flow through these layers, ensuring a cohesive governance structure.

You will capture one role at the time, go ahead and apply changes to make it relevant to your industry if required.

Executive Leadership prompt:

```
As part of preparing an operating model (Executive Leadership, Data Governance
Sponsor, Data Governance Committee, Data Governance Team, and Data Governance
Working Groups) for a Data Governance Program, define the responsibilities and
accountabilities of Executive Leadership. Focus on their roles in providing
funding and clarity on business priorities, nominating an executive sponsor, and
appointing a committee member for each business area. Give me the response in two
sections. Example:
Responsibilities
Sample responsiblities...


Accountabilities
Sample accountabilities...

Keep each bullet point to one sentence.
```

The result should be similar to the following message.

Populate the template.

Role	Responsibility	Accountability
Executive Leadership	• Provide funding and resources for the Data Governance Program. • Clearly communicate business priorities and goals to the Data Governance Program. • Nominate an executive sponsor who will champion the Data Governance Program and ensure its success. • Appoint a committee member from each business area to actively participate in the Data Governance Committee.	• Accountable for the overall success and effectiveness of the Data Governance Program. • Accountable for allocating necessary resources and budget for the program. • Accountable for ensuring that business priorities and goals are aligned with the objectives of the Data Governance Program. • Accountable for supporting and empowering the executive sponsor to drive the program forward. • Accountable for

Repeat the same steps for the following roles.

Data Governance Sponsor prompt:

```
As part of preparing an operating model (Executive Leadership, Data Governance
Sponsor, Data Governance Committee, Data Governance Team, and Data Governance
Working Groups) for a Data Governance Program, define the responsibilities and
accountabilities of the Data Governance Sponsor with emphasis on them securing
funding, communicating achievements and challenges to Executive Leadership. Give
me the response in two sections. Example:
Responsibilities
Sample responsiblities...


Accountabilities
Sample accountabilities...

Keep each bullet point to one sentence.
```

Data Governance Committee prompt:

```
As part of preparing an operating model (Executive Leadership, Data Governance
Sponsor, Data Governance Committee, Data Governance Team, and Data Governance
Working Groups) for a Data Governance Program, define the responsibilities and
```

```
accountabilities define the responsibilities and accountability of the Data
Governance Committee with emphasis on them allocating resources for performing
data governance projects and nominating a proxy for the business area. Give me the
response in two sections. Example:
Responsibilities
Sample responsiblities...


Accountabilities
Sample accountabilities...

Keep each bullet point to one sentence.
```

Data Governance Team prompt:

```
As part of preparing an operating model (Executive Leadership, Data Governance
Sponsor, Data Governance Committee, Data Governance Team, and Data Governance
Working Groups) for a Data Governance Program, define the responsibilities and
accountabilities define the responsibilities and accountability of the Data
Governance Team with emphasis on leading the data governance program by using best
practices and defining the required data governance projects for achieving
specific business outcomes, and leading the data literacy program. Give me the
response in two sections. Example:
Responsibilities
Sample responsiblities...


Accountabilities
Sample accountabilities...

Keep each bullet point to one sentence.
```

Data Governance Working Groups prompt:

```
As part of preparing an operating model (Executive Leadership, Data Governance
Sponsor, Data Governance Committee, Data Governance Team, and Data Governance
Working Groups) for a Data Governance Program, define the responsibilities and
accountabilities define the responsibilities and accountability of the Data
Governance Working Groups with emphasis on them executing the required activities
for finalising the project activities in a timely manner. Give me the response in
two sections. Example:
Responsibilities
Sample responsiblities...


Accountabilities
Sample accountabilities...

Keep each bullet point to one sentence.
```
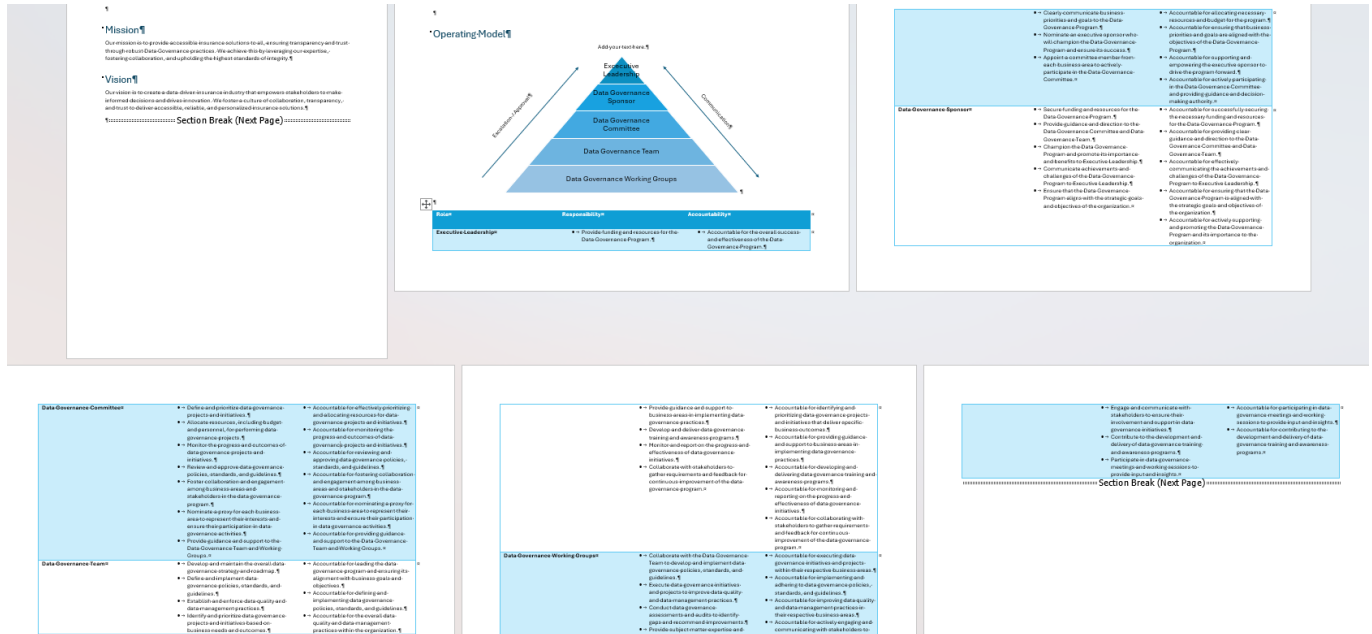
By the end of this section, you should have completed the table of roles and responsiblities.

Create Guiding Principles

Guiding principles are basic rules and preferred ways of handling data. They're not strict rules but are used to shape decisions and actions related to data management, aiming to improve how data is used and protected in an organization.

Examples:

- Data Quality: All data should be accurate, complete, and reliable. This principle guides the organisation in maintaining high standards for data entry, storage, and maintenance processes, ensuring that decisions are based on trustworthy information.
- Data Privacy: Protecting the privacy of individuals' data is paramount. This principle emphasizes the importance of complying with data protection regulations, securing personal information, and respecting user consent, shaping how data is collected, shared, and used.

In the model, include the following prompt:

```
Create two guiding principles related to (choose an item from the DAMA Wheel) that
will form part of a Data Governance Charter. Each principle must include the
following components: Name, Statement, Rationale, and Implications, following the
TOGAF architecture principle components. Keep it simple, limiting to two sentences
per item. Present the output in a table where the first column is the name of the
principle, followed by columns for Name, Statement, Rationale, and finally
Implications.
```

Create two guiding principles related to (choose an item from the DAMA Wheel) that will form part of a Data Governance Charter. Each principle must include the following components: Name, Statement, Rationale, and Implications, following the TOGAF architecture principle components. Keep it simple, limiting to two sentences per item. Present the output in a table where the first column is the name of the principle, followed by columns for Name, Statement, Rationale, and finally Implications.

Principle Name	Statement	Rationale	Implications
Data Quality Principle	Ensure that data is accurate, complete, consistent, and timely throughout its lifecycle.	Data quality is essential for reliable decision-making and operational efficiency.	- Implement data validation and cleansing processes. - Establish data quality metrics and monitoring mechanisms.
Data Classification Principle	Classify data based on its sensitivity, criticality, and regulatory requirements to ensure appropriate protection and access controls.	Different data types require different levels of protection and access restrictions.	- Develop a data classification framework and apply it consistently. - Implement access controls and security measures based on data classification.

Complete the template.

Guiding Principles

Add your text here.

Name	Statement	Rationale	Implications
Data Quality Principle	Ensure that data is accurate, complete, consistent, and timely throughout its lifecycle.	Data quality is essential for reliable decision-making and operational efficiency.	- Implement data validation and cleansing processes. - Establish data quality metrics and monitoring mechanisms.
Data Classification Principle	Classify data based on its sensitivity, criticality, and regulatory requirements to ensure appropriate protection and access controls.	Different data types require different levels of protection and access restrictions.	- Develop a data classification framework and apply it consistently. - Implement access controls and security measures based on data classification.

Select Initial Standards

Standards are defined sets of criteria or technical specifications designed to ensure data is safe, reliable, and consistently perform as intended. Standards provide detailed instructions for definition, consumption and creation of data facilitating uniformity and compatibility in operations and production. Examples: Exchange of Data, Data Encryption or Data Quality Standards.

Standards are usually stored in standalone documents rather than in the Data Governance Charter, but to simplify the activity, they will be included as part of the same document.

Populate with the information from the following prompt.

Define specific data type standards for storing customer demographic information across various systems, using reference standards like ANSI X12. The fields to consider include: First Name, Last Name, Phone Number, Post Code, Country, and Email. The results should be presented as a list with the following columns: Entity Name (in this case, Customer), Field, Data Type, Maximum number of Characters, Reference Standard (e.g., ANSI X12), and suggested Regex Rule.

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Entity Name: Customer

Field	Data Type	Max Characters	Reference Standard	Regex Rule
First Name	Text	50	ANSI X12	/^[A-Za-z\s]+$/
Last Name	Text	50	ANSI X12	/^[A-Za-z\s]+$/
Phone Number	Text	20	ANSI X12	/^+?[0-9\s-]+$/
Post Code	Text	10	ANSI X12	/^[A-Za-z0-9\s]+$/
Country	Text	50	ANSI X12	/^[A-Za-z\s]+$/
Email	Text	100	ANSI X12	/^[a-zA-Z0-9._%+-]+@[a-zA-Z0-9.-]+.[a-zA-Z]{2,}$/

Populate the template.

Standards

Add your text here.

Field	Data Type	Max Characters	Reference Standard	Regex Rule
First Name	Text	50	ANSI X12	/^[A-Za-z\s]+$/
Last Name	Text	50	ANSI X12	/^[A-Za-z\s]+$/
Phone Number	Text	20	ANSI X12	/^+?[0-9\s-]+$/
Post Code	Text	10	ANSI X12	/^[A-Za-z0-9\s]+$/
Country	Text	50	ANSI X12	/^[A-Za-z\s]+$/
Email	Text	100	ANSI X12	/^[a-zA-Z0-9._%+-]+@[a-zA-Z0-9.-]+.[a-zA-Z]{2,}$/

Create Initial Policies

Policies are formal statements produced by an organisation that outline specific requirements or rules that must be followed. Policies set the framework for decision-making and allocate responsibilities and procedures to achieve the organisation's goals and objectives. They guide behaviour and operations, ensuring compliance with laws, regulations, and internal directives. Examples: Data Access and Retention Policies.

Key Components Include:

- Purpose: Why the policy exists and what it aims to achieve.
- Scope: Who and what the policy applies to.
- Policy Statement: A clear and concise statement outlining the policy's rules, expectations, or procedures.
- Roles and Responsibilities: Who is responsible for implementing, monitoring, and ensuring compliance with the policy.
- Compliance and Enforcement: How compliance will be monitored and what the consequences of non-compliance are.
- Review and Update: When and how the policy will be reviewed and updated to remain relevant and effective.

Policies are usually standalone documents, separate from the Data Governance Charter.

For this exercise, we will incorporate them into the same document.

In the model, include the prompt below (modify the placeholder to choose one policy). Feel free to adjust the prompt to better align with your organization's specific needs:

```
Develop a {choose one: data access, data archival, classification, quality,
retention and destruction, privacy, security, usage and sharing,} policy tailored
to our data governance program, emphasizing the principle of 'least privilege'
access. This policy should comprehensively cover the following key sections:
Purpose, explaining the goals of the policy; Scope, delineating its applicability;
Policy Statement, outlining the access principles; Roles and Responsibilities,
```

```
defining duties related to data access; and Compliance and Enforcement, detailing
adherence measures and consequences of policy violations.
```

Develop a data access policy tailored to our data governance program, emphasizing the principle of 'least privilege' access. This policy should comprehensively cover the following key sections: Purpose, explaining the goals of the policy; Scope, delineating its applicability; Policy Statement, outlining the access principles; Roles and Responsibilities, defining duties related to data access; and Compliance and Enforcement, detailing adherence measures and consequences of policy violations.

...

Data Access Policy

Purpose:
The purpose of this policy is to establish guidelines and principles for data access within our organization. It aims to ensure that data is accessed only by authorized individuals in a secure and controlled manner, in alignment with the principle of 'least privilege' access. This policy emphasizes the importance of protecting sensitive information, maintaining data integrity, and promoting data governance best practices.

Scope:
This policy applies to all employees, contractors, and third-party vendors who have access to organizational data, regardless of the system or platform used. It encompasses all data assets owned or managed by the organization,

Populate the template.

Policies

Data Access Policy

Purpose:

The purpose of this policy is to establish guidelines and principles for data access within our organization. It aims to ensure that data is accessed only by authorized individuals in a secure and controlled manner, in alignment with the principle of 'least privilege' access. This policy emphasizes the importance of protecting sensitive information, maintaining data integrity, and promoting data governance best practices.

Scope:

This policy applies to all employees, contractors, and third-party vendors who have access to organizational data, regardless of the system or platform used. It encompasses all data assets owned or managed by the organization, including but not limited to customer data, financial data, employee data, and intellectual property.

Create Initial Program of Work

A Program of Work should contain: What Who When

A Gantt chart is always helpful.

By using the following template

In our organisation, we are starting our Data Governance Program. Suggest a list of Data Governance projects that can be executed as part of this initial year (2024). Consider projects that can help set up the foundations of the Data Governance Program for upcoming years. The results need to be listed in a table with the following columns: Project Name, Departments Involved, Duration in Days, Start Date.

In our organisation, we are starting our Data Governance Program. Suggest a list of Data Governance projects that can be executed as part of this initial year (2024). Consider projects that can help set up the foundations of the Data Governance Program for upcoming years. The results need to be listed in a table with the following columns: Project Name, Departments Involved, Duration in Days, Start Date.

...

Sure! Here is a list of Data Governance projects that can be executed as part of your initial year:

Project Name	Departments Involved	Duration in Days	Start Date
Data Governance Charter Creation	Data Governance Team	30	01/01/2024
Data Governance Framework Design	Data Governance Team	60	02/01/2024
Data Governance Policy Development	Data Governance Team	45	03/01/2024
Data Stewardship Program Setup	Data Governance Team, IT	90	04/01/2024
Data Quality Assessment	Data Governance Team, Data Quality Team	60	05/01/2024
Metadata Management Implementation	Data Governance Team, IT, Business Users	90	06/01/2024
Data Privacy Compliance	Data Governance Team,	120	07/01/2024

Type user query here. (Shift + Enter for new line)

Populate the template.

◢ Program of Work

Add your text here.

Project Name	Departments Involved	Duration in Days	Start Date
Data Governance Charter Creation	Data Governance Team	30	01/01/2024
Data Governance Framework Design	Data Governance Team	60	02/01/2024
Data Governance Policy Development	Data Governance Team	45	03/01/2024
Data Stewardship Program Setup	Data Governance Team, IT	90	04/01/2024
Data Quality Assessment	Data Governance Team, Data Quality Team	60	05/01/2024
Metadata Management Implementation	Data Governance Team, IT, Business Users	90	06/01/2024
Data Privacy Compliance	Data Governance Team, Legal	120	07/01/2024
Data Governance Training	Data Governance Team	30	08/01/2024

Upload the Document

Rename the file with your first name and last name and upload the document to the following location.

https://actionabledataanalytics.sharepoint.com/:f:/s/DataCommunity/Esec9NEHHYJJv2r-JNmCp6EBwcY7I6yh_nr7UwY8dVlH8g?e=3t07us

Review the following sample:

Sample Charter

Expected Outcome

By the end of this activity, you will have created a draft Data Governance Charter that outlines a clear and actionable plan for managing your organization's data effectively. This charter will serve as a critical tool in ensuring that data across your organization is governed in a manner that supports business objectives, compliance requirements, and strategic decision-making.